

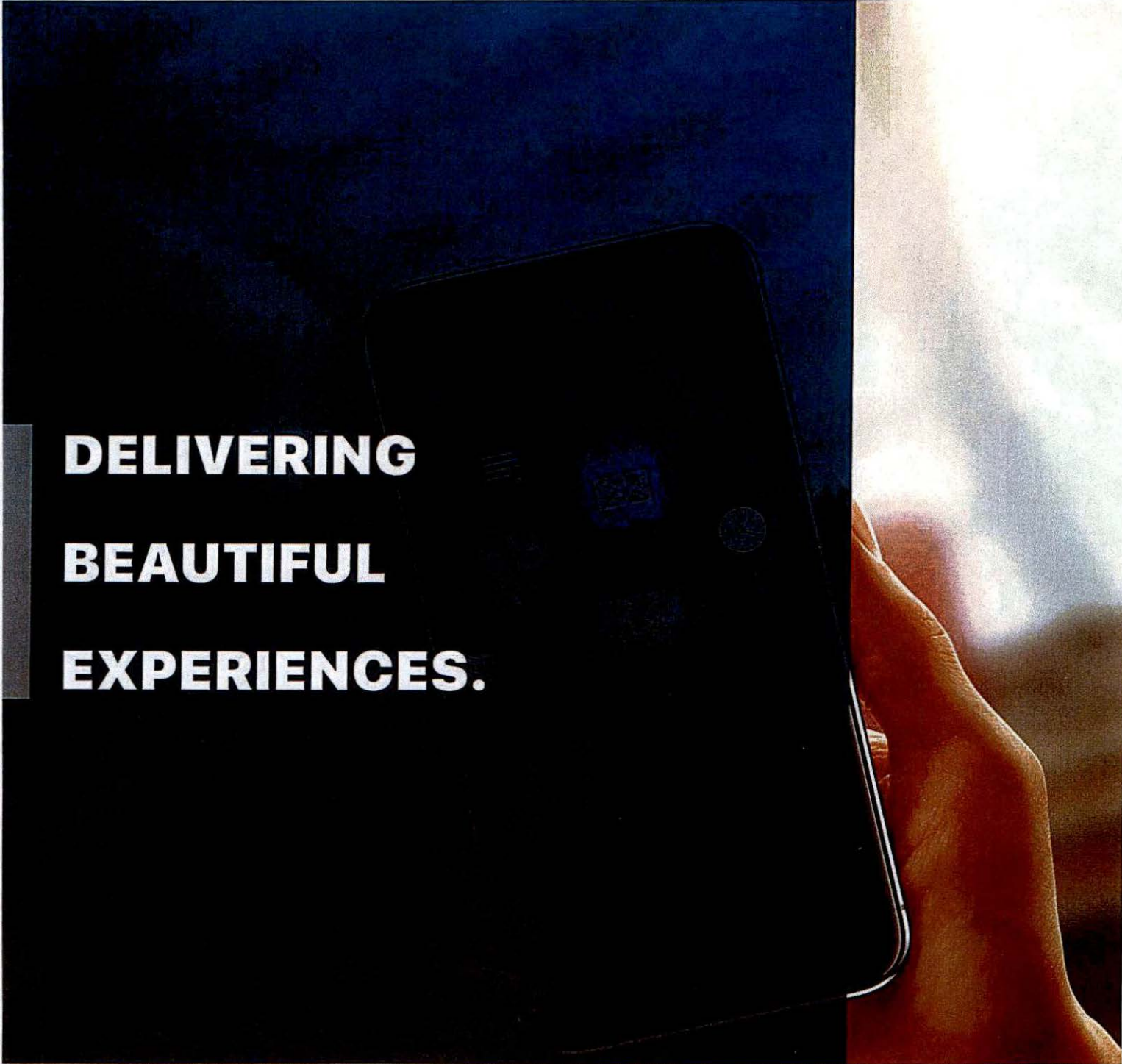


Hyperlink InfoSystem

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USA: One World Trade Center 85th Floor, New York, USA



**DELIVERING
BEAUTIFUL
EXPERIENCES.**

Project Proposal: Webb County Tx Mobile App Development

Proposal Issued on: July 11th, 2024

Client: Webb County Tx

FILED Oct. 15th 2024 02:00pm
MARGIE RAMIREZ IBARRA
COUNTY CLERK, WEBB COUNTY, TEXAS
BY [Signature] DEPUTY

Submitted By: Karan Shah

Statement of Confidentiality

This proposal and supporting materials contain confidential and proprietary business information of Hyperlink InfoSystem. These materials may be printed or photocopied for use in evaluating the proposed project, but are not to be shared with other parties.

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EXECUTIVE SUMMARY

To Manuel,

Thank you for giving us the opportunity to present a Proposal document for your esteemed project according to your requirements. Every individual project is very interesting project for us which needs attention in detail, professional development & experienced team.

Our Proposal document will outline how we will provide you with the solution.

I look forward to discussing your project with you in more detail shortly. Please feel free to contact me anytime for any further discussion.

We look forward to working with you on your projects.

Thanks,

Karan Shah

Hyperlink Infosystem Inc

E: americas@hyperlinkinfosystem.com

ACHIEVEMENT OF YOUR OBJECTIVES

Our Unique Selling Point (USP):

The below mentioned unique propositions differentiates us from our competitors:

We provide SRS to all clients!!

A Software Requirements Specification (SRS) document explains what the Software will do and how it is expected to perform. It is a detailed document that also describes how each feature will work on each screen and all API integrations. This helps client to understand their product and also helps in future enhancements.

Software projects are usually delayed!!

We warrant our delivery will be on time. If the delay is caused due to our negligence then we will also complete the delayed work without any further delay. *

Software usually does not confirm to specifications!!

We warrant that our delivery will confirm to the specification. If it does not confirm to the specification then we would correct it without any further delay, at our sole expense and without charging anything from you.

Kindly review the entire document and feel free to contact us for any questions you have.

Thank you once again for considering us and we look forward to working with you.

Sincerely

Karan Shah

Hyperlink is an established Software development & IT Consultant with development centers in India having its presence around the Globe. We have best professional employees working with us. Hyperlink has served clients from various countries and has played crucial part in their success. Hyperlink InfoSystem do not have any refund policy. Hyperlink Info System also provides long term maintenance, support, outsourced quality assurance, system administration, documentation and many more services. Please visit www.hyperlinkinfosystem.com for more details.

* This excludes delay caused due to change in scope of work, political, cultural, physical, environmental, social situations, pandemics/lackdown, unforeseen technical/ logistical challenges, unanticipated defects/ issues, any unavoidable circumstances. The aforesaid is only indicative and not exhaustive. Please refer to clause III (at Terms & Conditions section herein below) for all details pertaining to delays. We'll inform you of the new delivery dates in such cases.

APPROVALS & REVISIONS

Approvals

	Name	Date
Prepared by	Karan Shah	06/19/2024

Revision history

Name	Date	Reason for changes	Version
Karan Shah	07/11/2024	Added Tech stack & SOW in Project specification section – Page 26	V2

ABOUT US

Hyperlink Infosystem is a renowned mobile app development company & the best IT Software Solutions provider based in New York, USA & India, established in 2013. Apart from this, we also have sales offices in California, USA & Dubai, and UAE.

Hyperlink InfoSystem is well known to craft the most innovative & eye catchy mobile apps & websites. We offer a wide range of customized services in mobile apps, website development, AR-VR Development, Game Development, Blockchain Development and much more. Our skilled team & our products are engineered to bring growth to your business. We believe in delivering the services without compromising on time and quality.

We are proud members of GESIA (Gujarat Electronics & Software Industries Association) and we are ISO 9001:2008 Certified Company.

CERTIFICATIONS



Ranked In Top Mobile App developers on Clutch



Gesia Certificate



Salesforce Certified Partner



ISO Certificate

OUR CLIENTELE



TESTIMONIALS

“Hyperlink InfoSystem’s team was responsive, professional, and accommodating to concerns. They delivered a high-quality game that surpassed all expectations; it achieved 1,700 downloads on Android in 3 weeks and 500 iOS downloads in only a week without much marketing.”

- Dwayne Van Tonder, Founder – Van Holdings, South Africa



“The client appreciates being able to speak in layman terms to Hyperlink’s project manager. Their technical knowledge and suggestions influenced the evolution of the client’s vision.”

- Arshad Khwaja, President – Fast Food Franchise, USA



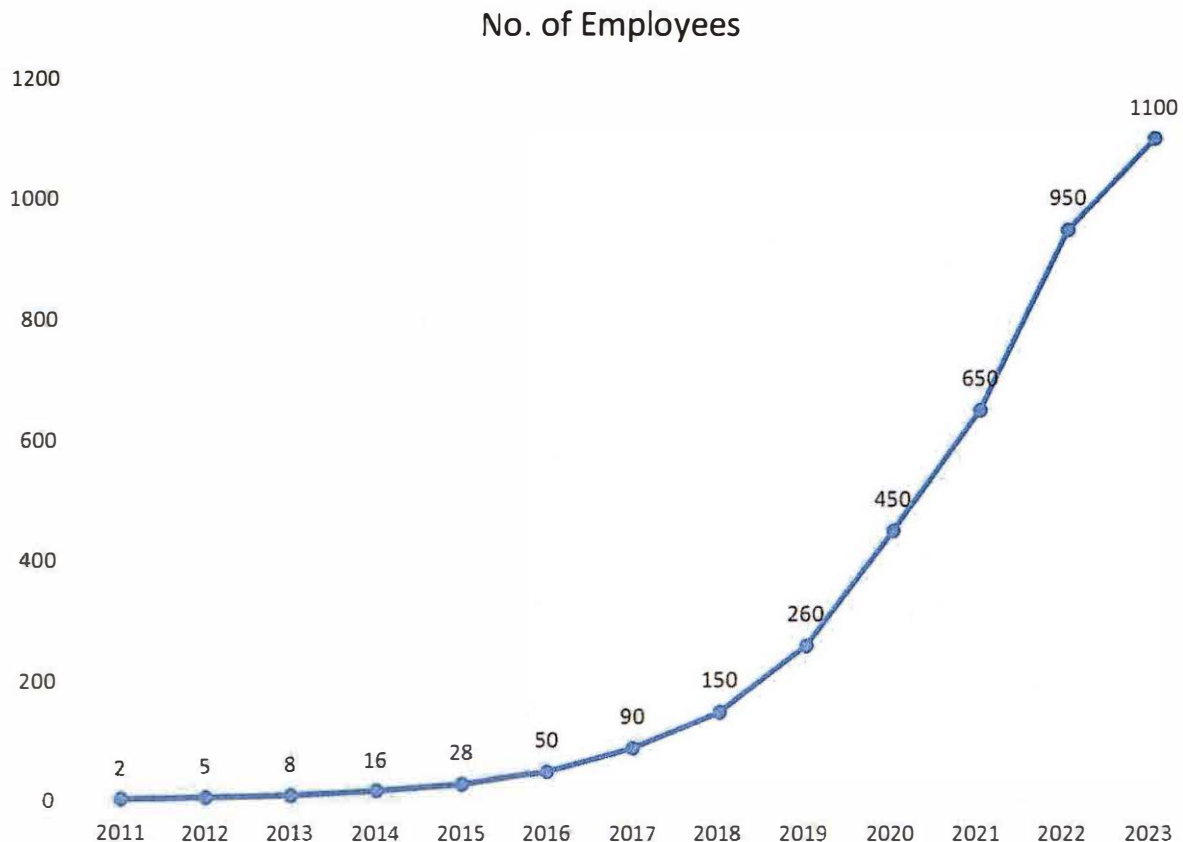
“The app is currently being tested but there haven’t been any issues with it so far. Weekly interaction with their project manager and their overall customer service was remarkable but they could improve their ability to come up with ideas and suggestions on their own.”

- Saurabh Gupta, Product Head – Optimystix Entertainment, India



OUR ACHIEVEMENTS

Hyperlink Infosystem was born in the year 2011. The company has been kick-started by one great man – Hamil Oza with the exceptional passion & long vision. The company was blooming from small to bigger star. In the initial years only, company worked with very well-known names of the industry. Hyperlink Infosystem moved to a proper office with 3 employees and came out as a strongest team of talented geeks. Year by year the company was showing the sign to be superstar in the Mobile App Industry. The company showed tremendous growth in just few years. The company's huge jump in increasing staff, increasing premises and number of mobile app projects delivered is incredible. Hyperlink Infosystem had become a brand now. The company set a benchmark and gained the trust of clients from all over the world. The company was getting bigger & better as far as size is concerned.

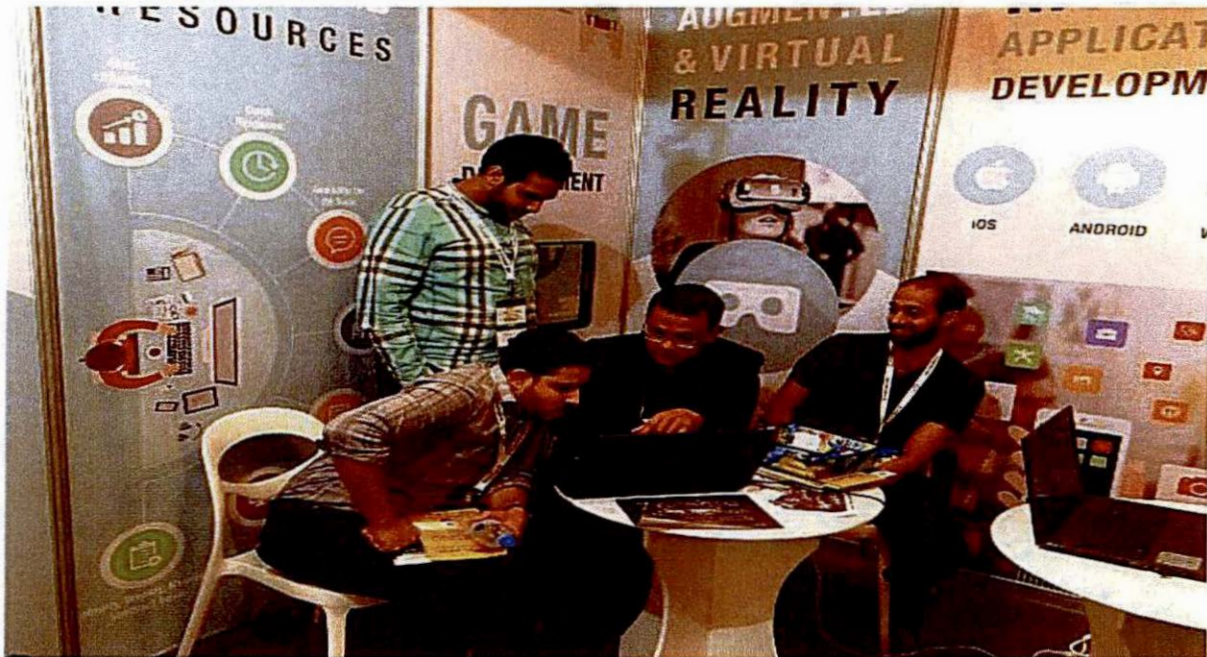


BUSINESS EVENTS

**16 - 20**
OCT 2016

DUBAI WORLD TRADE CENTER

36th Gitex Technology Week 2016 held in Dubai, UAE between 16th to 20th October 2016 at Dubai World Trade Centre. So many businesses taken part and exhibited the latest technologies like AR/VR, Artificial Intelligence, Smart Living, Wearable, Robotics and many more. We exhibited our services at stall SR – E9 as a top mobile app development company.



**SAN FRANCISCO 12-14 SEPT 2017**

IN PARTNERSHIP WITH



First MWC Americas was organized by GSMA in partnership with CTIA between 12th to 14th September 2017 in San Francisco. We made our debut at MWCA2017 in South Hall, Stall No: S. 2261 and S. 2263 and exhibit our app development services with the latest technologies. It was amazing opportunity for us to present our services in front of such interactive audience.



CEBIT® 2018

CeBIT is the largest trade show for IT and digitization, happens in Germany every year. This year CeBIT was held from 11th to 15th June 2018. We participated for the first time to showcase an array of technology and the best tailor-made software for every budget offered by us. We had a great experience with our visitors at stand no.: D29, Hall No: 016.



**7-10 JAN 2020****LAS VEGAS, NV**

CES 2020 is over! It was one of the biggest tradeshow held in Las Vegas, NV between 7th to 10th Jan 2020 attended by businesses around the world to showcase the latest tech innovations and their business services. For the first time, Hyperlink InfoSystem participated in this tech event and had an amazing response from the visitors, entrepreneurs, and investors from different countries. Our team showcased the latest technologies and services offered by us like Web, Mobile Apps, Artificial Intelligence, IoT, Blockchain, AR/VR and many more. With an overwhelming response from the audience, we're excited to attend CES 2021. Have a Look at the glimpse of CES 2020!



GITEX Technology Week 2021

The largest information and communication technology trade event, GITEX Global 2021 is over. The event was held in Dubai World Trade Centre between 17th to 21st October. Hyperlink InfoSystem participated in the event where we represented our strength and expertise in the tech industry. We had received marvellous responses from entrepreneurs, visitors, and investors from different fields and countries. We have showcased our efficient services and latest technologies, including web and app development, custom software development, Artificial Intelligence, Big Data, Blockchain, Cloud, IoT, AR/VR, and much more. We thank you all for valuable conversions and businesses and are eagerly excited to be part of the GITEX technology week in 2022. Get a glimpse of our unforgettable experience at GITEX Technology Week 2021.





GITEX Global 2022

One of the largest tech events of the year GITEX global 2022 came to end on the 14th of October 2022. This 5-day tech event was held at the Dubai World Trade centre. Not breaking the tradition, the team of Hyperlink InfoSystem participated in this tech event again this year. Along with exhibiting the web and app development solutions enriched with Artificial Intelligence, Big Data, Blockchain, Cloud, IoT, and AR/VR; this year we showcased our expertise in NFT marketplace development and Metaverse development as well.



Game Connection Europe 2022

Game Connection Europe is one of the gaming industry's international events, offering a chance for businesses, developers, and investors to connect and communicate. Being one of the top game development companies, Hyperlink InfoSystem would never miss a chance to connect with 1,500+ senior decision-makers, and 750+ companies from around 60+ countries. That we got with Game Connection 2022.

The team of Hyperlink InfoSystem presented innovative gaming solutions enriched and enhanced with the latest technologies and trends, such as Metaverse, NFT marketplace and many more with higher.



OUR WORK

Hyperlink InfoSystem is well known to craft the most innovative & eye catchy mobile apps & websites. We offer a wide range of customized services in mobile apps, website development, AR-VR Development, Game Development, Blockchain Development and much more. Our skilled team & our products are engineered to bring growth to your business. We believe in delivering the services without compromising on time and quality.

The company offers customized solutions based on the expectations of the clients and the products will be delivered with high quality at cost effective rates and at specified times. We have the commitment, competitiveness and strong growth as the base so we provide varied improvements in the products and services.

Please check our case studies here: <https://www.hyperlinkinfosystem.com/case-study>

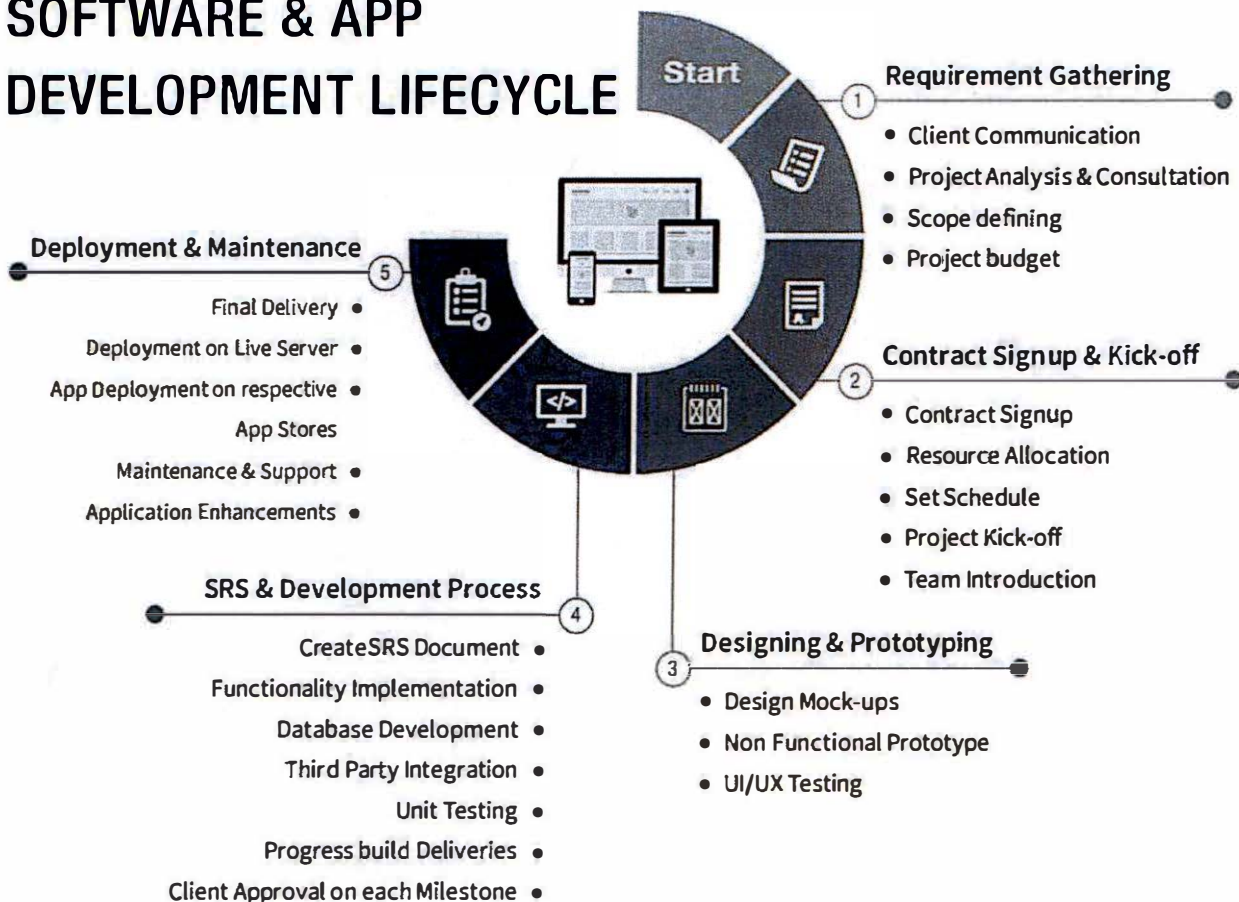
We're Official Partner of

The Oracle logo, consisting of the word "ORACLE" in a bold, red, sans-serif font.

EXECUTIVE APPROACH

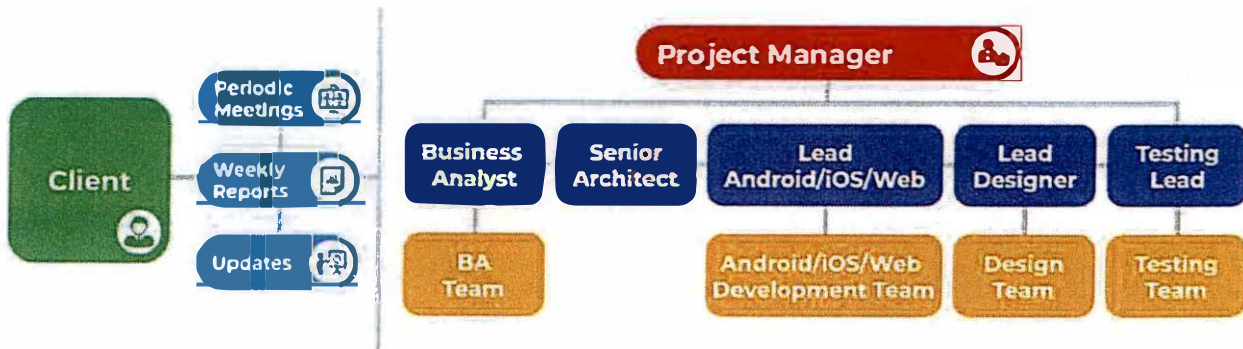
We divide the Software Development Lifecycle (SDLC) in 5 phases. These phases make up the path that takes your project from the beginning to the end. It is important to have an SDLC process as it helps to transform the idea into a working model. In addition to cover all technical aspects of development process, SDLC also helps with process, change request management, client satisfaction, and all policies.

SOFTWARE & APP DEVELOPMENT LIFECYCLE

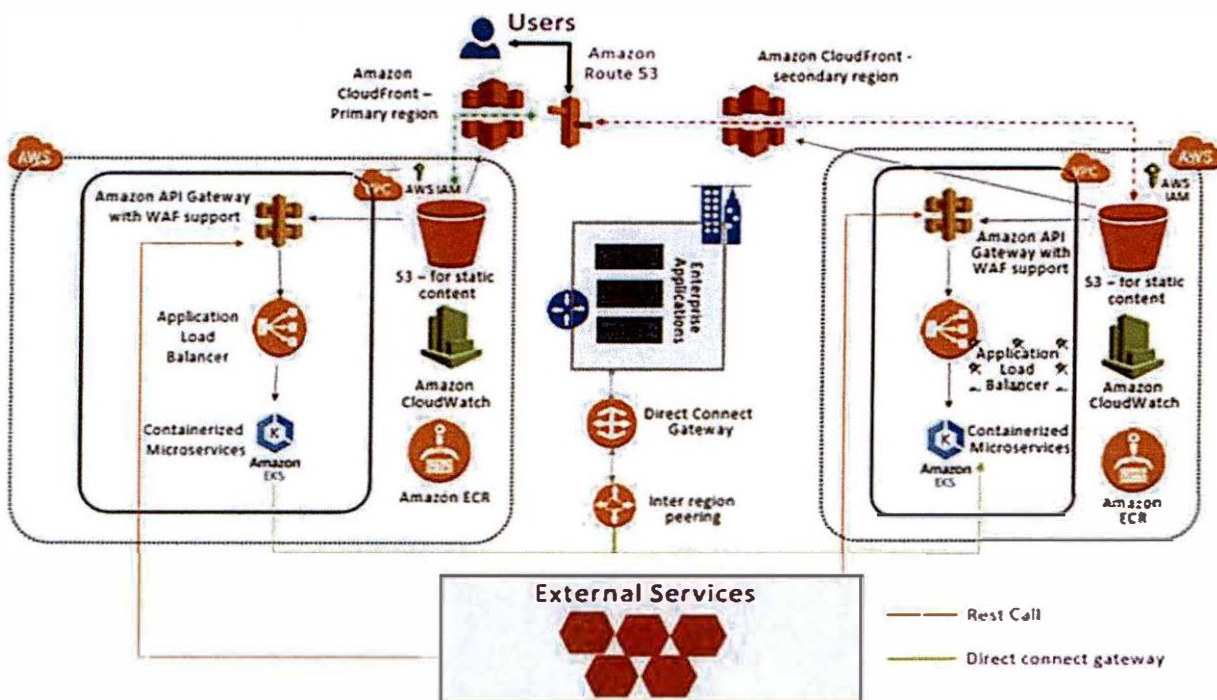


PROJECT MANAGEMENT APPROACH

We propose the following project organization structure for the engagement:



TECHNICAL ARCHITECTURE



ROLES AND RESPONSIBILITIES

The project team will consist of a Steering committee, Project Sponsor(s)/ Steering committee, Project Manager(s), Sr. programmer(s), Programmer(s), Quality Analyst(s) & Business Analyst(s). The following table highlights some of the Roles and Responsibilities of the proposed team:

ROLE	RESPONSIBILITY
Project Sponsor/ Steering Committee	• Fund project, provide specification, vision and guidance. • Approve the resources and budget required for project • Approve change requests. • Signs off the final deliverable
Project Manager	• Manage expectations of steering committee. • Create Project Plan • Communicate for project progress, send deliveries, escalate issues, estimate & manage change requests, bugs etc. • Manage Scope, Time, Cost, Quality, Team, Communication, and Risk & Procurement (if any). • Resolve escalated issues. • Understand project's specification & objectives. • Provide leadership to the development team and ensure timely delivery of the entire project
Technical Lead	• Responsible for all Application/Technical Design issues • Ensure application and infrastructure design meets functional and non-functional requirements • Ensure optimal end-user experience • Ensure robust integration between the web application and mobile clients • Ensure code re-usability and componentization

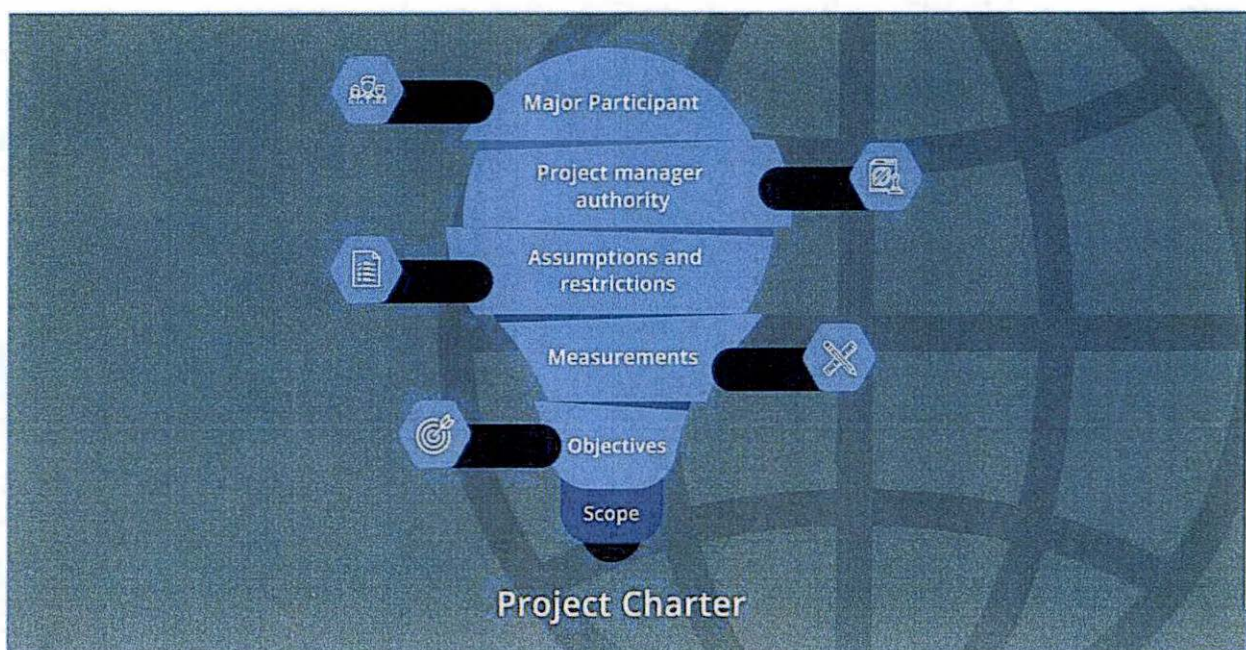
Sr. Programmer / Programmer	• Understand project's specification & objectives. • Develop applications on mobile platforms • Ensure development is performed per best practices • Ensure optimal integration with the web-application • Ensure all mobile development standards are met. • Manual Unit Testing • Status updates to Project manager
Quality Analyst	• Understand project's specification & objectives. • Execute test plans. • Perform quality control & testing. • Regression Testing • Ensure all client requirements are met. • Ensure all mobile development standards are met. • Status updates to Project manager.
Business Analyst	• Understand project's specification & objectives. • Understand and provide price estimate of change requests.
Graphic Designer	• Develop wireframes based on client input • Develop UI components working with the client & understand the scope of the - project • Ensure the developed product design matches the design aspects of the client.
Backend Developer	• Develop applications on Web platforms • Ensure development is performed per best practices • Ensure optimal integration with the Mobile-application • Ensure all web development standards are met • Manual Unit Testing • Database structuring and Management
System Architect	• Design and reason complex algorithms (time and space) and code (cyclomatic) wherever required. • Database design and review. • Prepares and monitor deployment plan.

	• Finds best fit for solving all business problems. • Checks on platform specific compliances and security aspects.
DBA	• Tunes database to optimize performance as workloads change through database design, index creation, database optimization and performance tuning. • Trace degraded SQL performance, database outage and constructively implement fixes and monitor results. • Install and configure DB software and perform upgrades • Ensure high availability, backup and recovery of production databases

PROJECT INITIATION

As soon as project is awarded, development team will do detailed requirements understanding & analysis leveraging our previous experiences from similar engagements and using well defined requirements understanding approach.

Requirements understanding will be done through questionnaires, telephonic and email based communications and/or face-to-face meetings. Identification of architectures, methodologies, processes, requirements traceability, defect reporting and documentation needs etc. will also be done at this time.



PROJECT MONITORING AND CONTROL

SCOPE MANAGEMENT

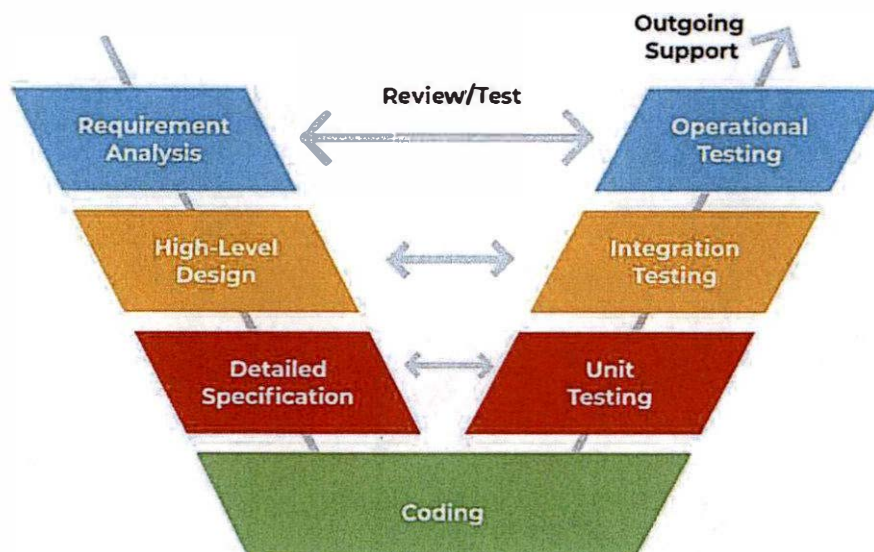
As the knowledge area of Scope Management is all about making sure that the project includes only the work required to complete the project successfully scope control will be performed during the course of project. Changes to originally defined work breakdown structure will be tracked and managed to avoid its effect on over all delivery cycle. Based on the same, changes are made in delivery dates, project plans, resource requirements etc.

Proper care is taken so that at the end of the Project work should not get hampered and must be completed as per the specifications.

QUALITY & DEFECT MANAGEMENT

Testing –V-Model

We follow V-Model for project testing wherein testing and Development go hand in hand during entire course of software development life cycle.



At Hyperlink Infosystem, QA team conducts following testing for various projects

System Testing

System testing of software is conducted on a complete integrated system to evaluate system's compliance with its Functional Requirement Specifications. System testing falls within the scope of black box testing. Hyperlink Infosystem achieves it by doing testing manually.

We carry out following types of system testing:

Functional Testing

Based on functional scope documents we carry out functionality testing. It is used to verify functional requirements of the application working as expected.

Graphical User Interface Testing

GUI of an application is tested against the mockups/wireframes. For some of the project we use pixel perfect tool to verify the UI with the design.

Cross Browser Compatibility Testing

We test application compatibility on following browsers in general:

- Internet Explorer: 9
- Firefox: 10 and up to latest 'released' version (beta version will not include)
- Chrome: 20 and up to latest 'released' version (beta version will not include)
- Safari: 5.0 and up to latest 'released' version (beta version will not include)

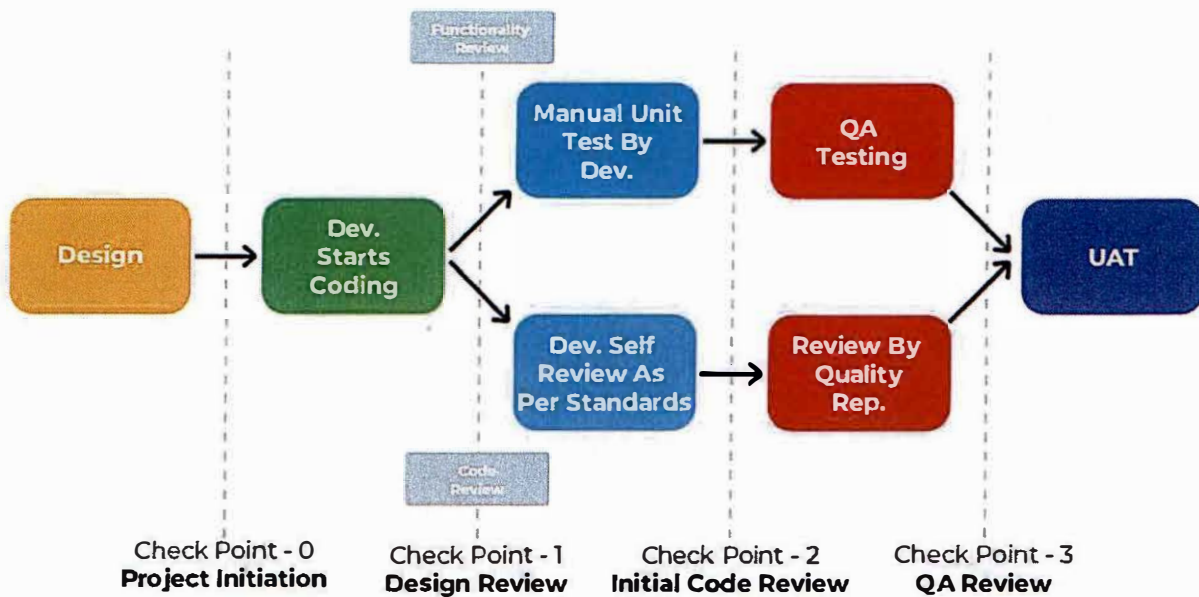
End-to-End Testing

We verify integration of different components of the system under end-to-end testing. E.g. verifying integration between Front end and Web admin panel

Acceptance testing

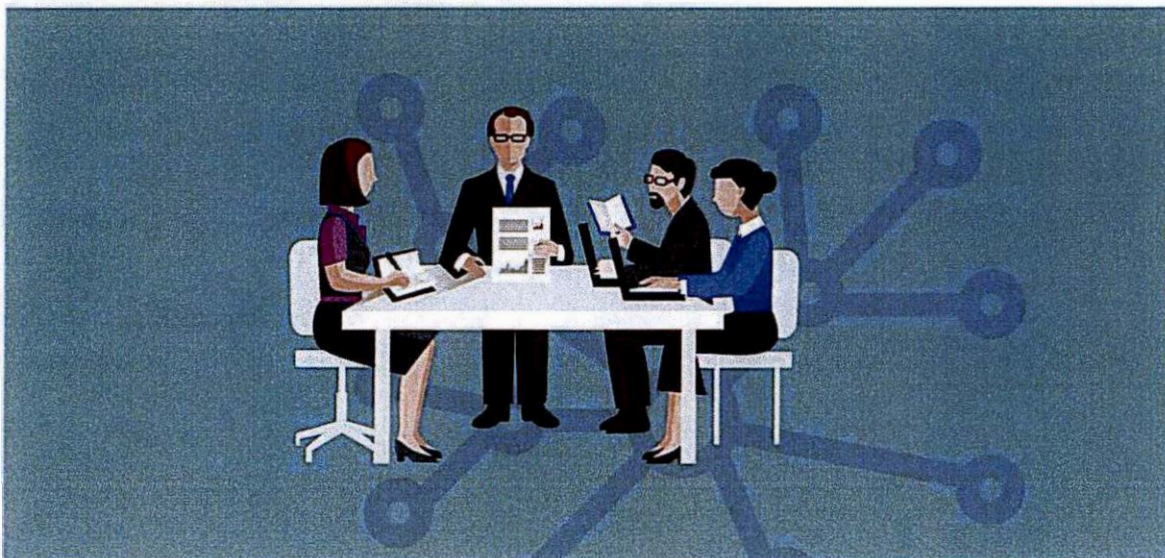
Hyperlink Infosystem encourages the User acceptance testing, UAT is term used when the acceptance tests are performed by person or persons who will be using live system once it is delivered. A successful acceptance test at this stage may be a contractual requirement prior to the system being signed off by the client.

Quality is ensured by a rigorous combination of testing and code review process.



COMMUNICATION MANAGEMENT

Project manager will be the single point of contact for communication during the course of the project regarding project status, defects, change requests etc. Communication will be done via Emails, Instant Messengers, Conference calls, GoToMeetings, Face to Face meetings etc. We provide a response time of less than 24-48 hours excluding holidays.



We believe that "Good communication skills will enable you to work more closely with your team members, determine personal goals that will suit them and help them to work towards those goals." So we follow two way flow of communication at our IT Hub.

RISK MANAGEMENT

There are some inevitable risk factors that need to be considered during the project execution. Identification of such risks and mitigation is crucial for the success and timely completion of any project. Some of these are mentioned in the following table:

No.	Risk	Severity	Mitigation
1	Unavailability of key resources	High	For successful project it is important that key decision makers/ stakeholders are brought in the game early and that the necessary inputs are provided on timely basis. To mitigate this risk, Project manager will escalate such issues to Steering committee on timely basis.
2	Delay in Milestone feedbacks / lack of user testing	Medium	Milestone feedback should be received on time from stakeholders and user testing must be performed (apart from development team's testing). To mitigate this risk, Project manager will escalate such issues to Steering committee on timely basis.

GRAPHICS DESIGN & NEW FEATURES ADDITION

1. The Graphics Design phase includes only 5 iterations (this is applicable if designing is included in scope of work).
2. Please note, the work on new features will get started once existing features are approved and all payment has been completed.

2. After Designing phase gets completed, if any new feature is introduced then it will be charged additional and will be considered in Next Phase of development.
3. If small features are introduced in mid of development then we can work on it with additional cost in the current development phase. But if big features are introduced then we'll consider them for next Phase of development.
4. All such additional features cost should be released full in Advance.
5. During development process once development team submit their work to client for review, an adequate time of one to two weeks is given for testing and sharing the feedback. If client takes longer to respond with their feedback then project would be delayed.
6. If there is any query or information requested from client during development phase, it should be furnished to development team within one to two weeks. If client takes longer to respond with their feedback then project would be delayed.
7. The Design phase of project includes 160 hours or 1 month of work. In case the design phase extends above this timeline, then client needs to pay for the additional efforts.

PROJECT CLOSURE

Project closure is the last phase of the project management process. Preliminary acceptance of the project result is accomplished; yet minor items may still be open, summarized on a list of open points. LOP (sometimes also referred to as list of open items). We basically continue applying all tools of implementation phase until the LOP can be officially closed.

Upon project completion, we will ensure that all the requirements are delivered; signed off, payments are made and any open action items are addressed. A project satisfaction survey may be sent to you to provide feedback on entire project. Please note, we may use some of our call recordings in project development process and discussion for reference purpose. After the project is completed and all the outstanding is paid, we handover the source code. During the project time we will share code access via screen sharing session.

PROJECT SPECIFICATION

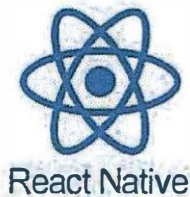
Tech Stack

Mobile App Tech stack Option:

Option 1: App Development using Flutter using Dart

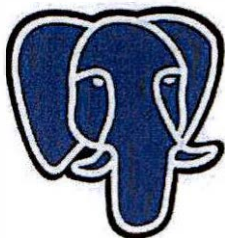


Option 2: App Development using React Native



Database Option:

PostgreSQL



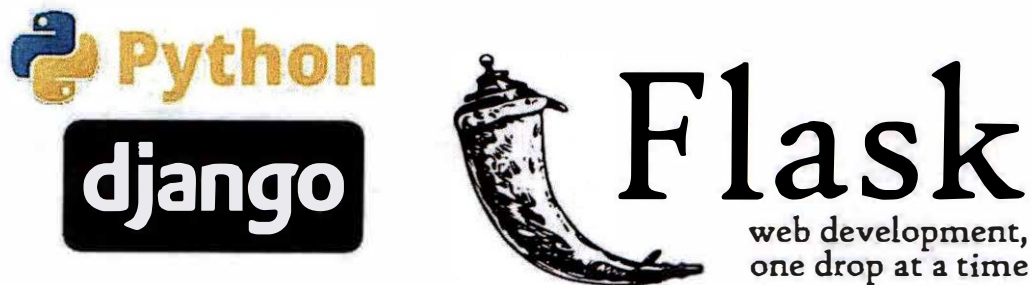
PostgreSQL

API Development Tech stack Option:

Options 1: NodeJS using Express Framework



Options 2: Python using Django/Flask Framework



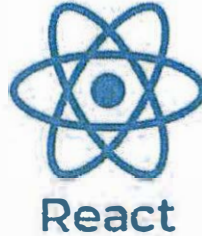
Options 3: Java using Spring Boot Framework



Web Panel/Website Front End Tech stack Option:

Web Panel/Website using NextJS or Angular Framework

NEXT.js



ANGULAR

Specification

Specification	Detail
IOS Supported Version	13.0 to 17.X
Android Supported Version	7.0 to 13.X
Tablet Support	No
API Format	Json
Orientation	Portrait Support
Currency	Single Currency Support
Web Backend Supported Browsers	Mozilla Firefox: Min 118 to Max 123 version Google Chrome: Min 108 to Max 123 version Internet Explorer: 15 and edge browser Apple Safari: Min 11 to Max 17.3 version
Language Supported	English

Deliverables

Please note below is type of user in platform with what interface support they have.				
	Type of Access			
	Android	IOS	Website	Others
Type of Users				
Customer	Yes	Yes	No	-
Admin	No	No	Yes	-
Deliverable: Graphic Designs Customer Android App Customer iOS App Admin Web Panel API Development				

Feature List

Sr No.	Features	Details
1	Project Environment Setup	
2	Graphics Designing	• 2D Logo Design • App Design • Web Panel Design (We will use ready to use admin HTML theme.)
3	API and Database Development	
	Customer App Features	
4	Splash Screen	App logo in the center of the screen will be displayed for few seconds.

5	Tutorial	User will view image on top and tagline at bottom describing the main features of app. User can view next/previous tutorial by swiping. User can also skip the tutorial.
6	Sign Up	User can sign up by providing following details: • First Name • Last Name • Email Address • Mobile Number • Password • Sign Up (Button) By signing up, user agrees to the terms & conditions and privacy policy which can also be viewed.
7	Verification	User's mobile number will be verified by OTP (One Time Password). User will receive an OTP on provided mobile number which needs to be submitted. User can request to resend the OTP. Note: Integrate one 3rd party API for SMS verification.
8	Sign In	User can sign in using: • Phone Number • Password
9	Forgot Password	User needs to enter and submit the registered mobile number.

		User will receive an OTP on registered mobile number which needs to be submitted. After successful OTP verification, user can provide new password and confirm the same. After resetting the password, the user can sign in with newly set password.
10	Home	User will view home screen with the following details: • Search Bar • Category Name • Sub Category Name • Latest News User can tap on any category user will view the relevant sub categories. Note: Categories and sub categories will be managed by the Admin.
11	Search	User can search for any specific category and sub category by entering the name in the search bar and result will display accordingly.
12	Sort	User can sort the categories and sub categories with the following parameters: • Category Name A to Z • Category Name Z to A • Sub Category Name A to Z • Sub Category Name Z to A
13	Filter	User can filter the categories and sub categories with the following parameters: • Category Name • Sub Category Name

14	Links	Based on selected category or sub category user will view respective links. User can view the link with the following details: • Category Name • Sub Category Name • Title • Description • Link User can visit the link only. The link will open either in web view of mobile application or user will be redirected to the website in browser.
15	News	User can view the news which are added by the admin with the following details: • Category Name • Sub Category Name • Title • Description • Image
16	Notification	User will receive following type of push notification: • New Links • New News • Admin Notifications Note: Integrate a 3rd party Notification API.
17	Settings	User will be able to manage following settings from the app: • Edit Profile • Delete Profile • Change Password

18	Security	For server to mobile API communication, we are going to use REST API with secure tokens. If you need further more you can purchase SSL certificates and install it on server for more security.
19	Rate App	User can rate the app by redirecting to Apple app store/Google play store.
20	Share App	User can share the app with others using native sharing options.
21	FAQ	Html page for FAQ.
22	Terms & Conditions	Html page for Terms & Conditions.
23	Privacy Policy	Html page for Privacy Policy.
24	About Us	Html Page for About Us.
25	Contact Us	User can fill and submit the form by providing following details: • First Name • Last Name • Email Address • Subject • Description Admin will receive the contact us details and can reply to the user via mail. User can send an email to mentioned email address which will contain contact us details.
26	Sign Out	User will sign out from the app.
Admin Panel (Web Panel) (We will use ready to use HTML Template)		
		For application related forms and fields should be predefined. From admin panel admin cannot able to manipulate any fields or text for the application dynamically.
27	Login	Admin can sign in by providing following details:

		• Email Address • Password
28	Dashboard	Admin can see following things on the dashboard: • Total Customers • Total Category • Total Sub Category • Total Links • Total News Admin can filter the dashboard with the following parameters: • Day • Week • Month • Year • Custom Date Range
29	Manage Customers	Admin will be able to view the list of customers. Admin will be able to view the details for the selected customer. Admin will be able to view & delete customers. Admin will be able to block/unblock the customers.
30	Manage Category	Admin will be able to view the list of categories. Admin will be able to view the details for the selected category.

		Admin will be able to add, view, edit & delete categories. Admin will be able to active/inactive the categories. Admin can add new category by providing following details: • Category Name
31	Manage Sub Category	Admin will be able to view the list of sub categories. Admin will be able to view the details for the selected sub category. Admin will be able to add, view, edit & delete sub categories. Admin will be able to active/inactive the sub categories. Admin can add new sub category by providing following details: • Select Category • Enter Sub Category Name
32	Manage Links	Admin will be able to view the list of links. Admin will be able to view the details for the selected link. Admin will be able to add, view, edit & delete links. Admin will be able to active/inactive the links.

		Admin can add new links by providing following details: • Select Category • Select Sub Category • Title • Description • Link
33	Manage News	Admin will be able to view the list of news. Admin will be able to view the details for the selected news. Admin will be able to add, view, edit & delete news. Admin will be able to active/inactive the news. Admin can add new news by providing following details: • Select Category • Select Sub Category • Title • Description • Upload Image
34	Send Notification	Admin can send textual notification to all/specific customers who are registered on the platform.
35	Reports	We would provide 5-basic data driven tabular reports as per your business requirement All the reports will be exportable in Excel in tabular format.

		In case if client asks report in chart format, we will provide that.
36	Manage Page Content	Admin can add, edit & remove content of following pages: • About us • Contact Us • FAQ • Privacy Policy • Terms & Conditions
37	Logout	Admin will logout from the panel.
	Testing • We provide unit testing services for your project as a standard package. • We check the following during development ensure all the code blocks (paths) in the software are executed and produce the desired results • Graphics and user interface is as per the device resolution. • App functionality across multiple devices. • App installation and first-time use. • All Business logic works as per intend	
	Deployment App store Deployment We will help client upload apps in apple store/google play store. We will add all details in console. Client need to provide some details if required. Server Deployment One-time basic server setup with below configuration using Amazon Web Services • This will be Linux instance on EC2 hosting server	

	• We will install latest Ubuntu on server • EC2 instance will have 1 GB RAM and 30 GB hard disk ◦ (You can increase RAM and Hard Disk as per your requirement in future, totally scalable) • We will install all application & website required software on this server (One time only) • We will setup PostgreSQL community version on RDS server. • This RDS server will run with 1 GB RAM and 20 GB hard disk ◦ (You can increase RAM and Hard Disk as per your requirement in future, totally scalable) • RDS Database have their own auto backup facility on daily basis, they kept last 30 days snapshot of DB • If client want, they can install SSL certificates on server our platform will support that • If client want add load balancer and autoscaling they can enable that and our platform will support that Client need to pay for AWS Server.
	App store Optimization Following activity will be performed once development is complete Keyword Research Keyword Research is the most important factor of App Store Optimization. Keywords will boost the visibility of your app in both app stores. We will analyze competitive apps and research on the list of relevant keywords for your application. A number of keywords will be reduced and provide you the final list of relevant selected keywords. App Name Improvement Your App name is the first thing seen by your targeted audience after your app icon. We will suggest you changes in a name of the app with keyword and your brand name. As keyword and brand

name both are the things users search on app stores to find relevant apps. Improved app name will boost visibility, increase downloads and reviews for your application.

Unique App Description

App description must be well written and describe the main idea of your app. It must be written unique and in a creative way. With proper app description, an app will be identified easily on app stores by targeted audience. We will implement keywords as per the requirement in your app description to use more visibility in the search result of app stores.

Creative App Icon

App Icon plays an important role in App Store Optimization. Our suggestion is to add your Brand logo as your app icon so that users can easily identify your app. It will help us to increase the number of app downloads and reviews on both app stores. To make your app stand out of the apps listed in the search result, we will review competitor's app icons and try to create something unique and appealing.

Screenshots/Video Suggestion and Optimization

Your app should have a strong visual presence to convince users to download. We will take maximum screenshots of your app functionality and features. We will also suggest you, to create a video for your application. You can create a trailer of the app with your app idea and promote it on both app stores. It will help users to get an idea about your app performance and features

Note: client need to provide video.

Assumptions

- Client will provide the development license/access of third access tools, proprietary tools and APIs. Client will primarily coordinate with provider of third-party tools in case of project team requires any support or clarification.
- Client has to bear the license cost of images; specific graphics required for GUI design.
- Client will provide development environment credentials and test the BETA application as per the schedule. Hyperlink Infosystem will not be accountable if the delay is at client end and hence client cannot hold the payment.
- Client has to carry out the required data entry in productions environment.
- In case multi language support is added it will be only for languages specified. Hyperlink will provide excel sheet for all word's client need to provide translation from their end, only static text of app will be multi-language supported.
- Any Version Upgrades in the third party after development will be considered as change request.
- Please note any third-party API once integrated required to change later will be considered as a change request.
- Please note the above feature list is prepared based on details by you. The project estimation may vary with any additional features added later. Any feature which is not mentioned in this sheet, no matter discussed over call or emails but not mentioned above will still be considered as a new work.
- Dark Mode is not supported.

Third Party API/SDK

Third Party For	Reason	Third party Name
SMS	For sending Verification code in SMS	TBD during development
Notifications	For sending push notifications	Firebase Cloud Messaging

PROJECT COST BREAKDOWN

Sr. No.	Tasks	Total Cost (USD)
1	Graphic Designs	2700
2	IOS & Android Mobile App Development – Flutter	3565
4	Back End Development – PHP/Node JS - API Development - Web Admin Panel Development	3565
4	Testing at each stage of development	Free
5	Deployment to IOS & Android Stores	Free
6	Post Go Live Support for 1 month	Free
7	Knowledge Transfer & Training Session	Free
8	Jira User License (One License per year) *	100
Total		\$9930
Discount		15%
Final Amount		\$8440

*Hyperlink InfoSystem uses Jira Software for efficient project management. Jira is a widely used project management tool that offers several benefits for both development teams and clients involved in software

development projects. It provides a robust and collaborative platform that promotes better communication, transparency, and productivity for both development teams and clients. Additional licenses would cost USD 100 per User per year, with a minimum license duration of one year.

TIMELINE

1 months (after completion of Design + SRS)

Please note: The above timeline **is excluding** time needed for Graphic designs & SRS. Usually it takes around 3-4 weeks for Graphic design & SRS, but may vary depending on iterations and client response time. Development will begin after the SRS document is signed by client.

After go-live

Free Technical Support duration: **1 months** (for only bugs solving) with a response time of less than 24 hours.

The projected timeline for the project is provided as an estimate of when we anticipate its completion based on our past experiences on similar type of projects. However, in the event that the project is not completed within the expected timeframe, despite the allocation of appropriate resources, Hyperlink Infosystem reserves the right to charge additional fees to the customer for the extended duration if needed.

PROJECT MILESTONES

Sr. No.	Milestones	Total Cost (USD)
1	Upfront	2532
2	After Design completion	1266
3	After Prototype completion	1266
4	After 50% Mobile & Web App completion	2110
5	After 100% Mobile and before deployment	1266
Total Cost		\$8440

ENGAGEMENT RESOURCES

Sr. No	Team	Resources	Experience (Years)
1.	Project manager	1	7+
2.	Sr. iOS & Android Hybrid Developer	1	4+
3.	Graphic Designer	1	4+
4.	PHP/Node.JS Developer	1	4+
5.	Quality Analyst	1	4+
6.	Mobile Tech Lead	1	8+
7.	Sr. Web Developer	1	8+
8.	Node.Js Tech Lead	1	8+
9.	Quality Analyst Tech Lead	1	8+
10.	AWS Architect	1	6+
11.	Business Analyst	1	6+
12.	System Architect	1	4+
13.	DBA	1	4+
14.	Account Manager	1	7+
Total Resources:		14	-

TERMS & CONDITIONS

- I. The data contained herein shall not be disclosed, duplicated, or used in whole or in part for any purpose other than to evaluate the proposal, provided that if a contract is awarded to this offer as a result of, or in connection with, the submission of these data, the propose shall have the right to duplicate, use or disclose the data to the extent provided in the proposal. This restriction does not limit the right to use information contained in the data if it is obtained from another source without restriction.
- II. Security:
The proposal contained herein is proprietary to Hyperlink Infosystem and may not be used, reproduced or disclosed to others except as specifically permitted in writing by Hyperlink Infosystem. The recipient of this document, by its retention and use, agrees to protect the same and the information contained therein from loss or theft.
- III. Project Completion timelines:
The timeline(s) indicated for project completion/milestones are indicative. Due to factors not in the control of Hyperlink Infosystem, the said timeline(s) could be delayed. It is understood that Hyperlink Infosystem shall not be liable for any delay which is caused due to (i) change(s) in scope of work (ii) third party API's (iii) employee sickness (iv) global server issues (v) no/delayed response from the client (vi) pandemic or lockdown imposed by the State/Central Government (vii) unforeseen political, cultural or environmental factors, etc. In case of any of the above, new timeline(s) shall be provided.
- IV. Code of Conduct:
We, in our dealings, are self-regulated by a code of conduct. We request your support in helping us adhere to the code in letter and spirit. We request that any violation or potential violation of the code by any person be promptly brought to the notice of management of Hyperlink Infosystem. All communication received in this regard will be treated and kept as confidential.
- V. Intellectual Property:
Nothing in this document grants to Hyperlink Infosystem any right or license to disclose or use any of this project's financial, statistical, customer, or personnel data or business plans or intentionally memorize this project's nonpublic information for the purpose of retaining and subsequently using or publishing it or disseminating it to a third party. Specifically, under no circumstances may Hyperlink Infosystem sell source codes, drawings, and other items created pursuant to this document to a third party.

VI. Proprietary Rights:

Hyperlink Infosystem agrees that all designs, plans, specifications, drawings, source codes, and other information or items produced by Hyperlink Infosystem while performing services under this document will be assigned to client as its sole and exclusive property. In the event that client is not satisfied with the deliverables created pursuant to this document and refuses to pay, Hyperlink Infosystem does not have to assign them over to Client.

VII. Data Connectivity:

That for optimally running / using the application, website or other development(s) made by Hyperlink Infosystem, the user thereof should have at least 4G or 5G internet data connectivity or an active Wi-Fi connection with speeds of not less than 1 mbps. Unless otherwise specified, none of the developments by Hyperlink Infosystem shall be deemed to support or run on 3G internet connectivity or below. Hyperlink Infosystem shall not be liable if for any reason, the country or area where the application, website and/or development is used by the user does not have/support data connectivity or wifi speeds as stated hereinabove. Due to varying/fluctuating data connectivity the website or application may also not run as desired.

VIII. Termination:

Notwithstanding any provision to the contrary, unless mutually agreed, neither Party shall be entitled to terminate this Agreement during the aforementioned period for reasons other than those set out in the relevant clauses hereinbelow.

- a) Either party shall be at liberty to terminate the present Agreement after giving a written notice of 30 (thirty) days in the event of a material breach by the other Party specifying the nature of the breach.
- b) With a thirty (30) days' notice, this Agreement can be terminated in the event that the other Party becomes insolvent or makes an assignment for the benefit of the creditors or bankruptcy proceedings are instituted against the other Party, any of which event shall be treated as default by the Party given the notice; or if the other Party ceases or threatens to cease to carry on the whole or any relevant part of its business or trade

However, it is understood that the client shall be entitled to terminate the Agreement only after clearing all outstanding invoices/pending invoices towards the project and/or work

done in the on-going project upto the date of termination. For on-going projects, if for any reason the invoice by Hyperlink is not issued, Hyperlink shall be entitled to raise the invoice towards the work done and the client shall be liable to clear the same.

IX. Notices:

All notices, requests, demands or other communications required will be given in writing and delivered to the Parties at the following addresses:

Hyperlink Infosystem

Address: Block C/308, Ganesh Meridian, Near Sola Bridge, S.G. Highway, Ahmedabad - 380 061

Contact Person: Karan Shah

Email: americas@hyperlinkinfosystem.com

Phone No.: +1-206-641-0904

Webb County Tx

Address: 1000 Houston Street, Laredo, TX 78040

Contact Person: Manuel

Email: mpena@webbcountytexas.gov

Phone No.: 9565234847

Or to such other address as either Party may from time to time notify the other.

X. Indemnification:

Hyperlink and the client do hereby indemnify and shall hold harmless and keep indemnified to the fullest extent by law, each other from any and all losses, expenses, claims, demands and all other liabilities and costs, incurred in connection with any litigation or other form of adjudicatory procedure, claim, demand, investigation or formal or informal inquiry (regardless of whether the same is reduced to any order/judgement), or any settlement thereof which arises directly or indirectly from, as a result of, or in connection with the transaction contemplated herein in respect of claims arising out of the breach of any representation, warranty, obligation and covenant and/or anything arising from the present Agreement. Neither party shall be entitled to claim any indirect or remote losses.

XI. Third Party Claims:

Hyperlink Infosystem shall not be liable for any third party claims arising against it by the client and/or its employees, customers or users, during subsistence of or after completion/termination of the project from use of the Application, website or any other development(s) made by Hyperlink Infosystem as desired by the client. In case of any such

claims being made against Hyperlink Infosystem and/or its affiliates, employees, directors and agents, the sole and entire responsibility and liability arising therefrom including and not limited to any litigation, and allied costs shall be that of the client. The client hereby indemnifies and holds harmless Hyperlink Infosystem against all such claims that may be made on/or against it.

XII. Amendment and Modification:

No amendment or modification to this Agreement shall be valid or binding on Hyperlink Infosystem or the client unless the same is made in writing and duly executed by both.

XIII. Waiver:

No delay on part of Hyperlink or the client in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any waiver on the part of the Hyperlink or the client of any right, power or privilege hereunder operate as a waiver of any other right, power or privilege hereunder, or construed as a consent.

XIV. Dispute Resolution:

In case of any disputes arising between the parties hereto arising from the present Proposal with regard to validity, interpretation, implementation or any material breach of any provision/clause of the contract, the parties shall first endeavor to settle the dispute amicably by mutual discussions. In case of failure to resolve the dispute and/or difference amicably, any and all disputes and/or differences shall be resolved in the State Court of Webb County, Texas of the United States.

XV. Severability:

The provisions of this Proposal shall be deemed severable and if any one or more provision of this Proposal shall be held illegal, invalid or unenforceable in any respect, by a court of competent jurisdiction, the validity, legality and enforceability of the remaining provisions of this proposal shall nevertheless continue in full force and effect, shall not in any way be affected or impaired thereby, provided that the surviving proposal materially comports with the parties' original intent.

XVI. Non - Solicitation:

The Client and/or its affiliates hereby confirm that it shall not in any manner whatsoever directly or indirectly solicit and/or hire any employee(s) of Hyperlink Infosystem working at the site of the Client or otherwise during the term of this Agreement and for a further period of 10 (years) thereafter. In case of any breach by the Client to the afore said, Hyperlink Infosystem shall be entitled to claim liquidated damages to the tune of INR (Rs.) 10 crores. On such claim being raised the Client shall be liable to make the payment towards the damages within a period of 45 days failing which interest at the rate of 9% per annum shall be levied.

XVII. No Refund:

Hyperlink Infosystem shall not be liable to provide any refund to the Client under any circumstances. If the Client is not satisfied with the Developer provided, a request in writing be made to the Developer on americas@hyperlinkinfosystem.com intimating the same. Only, if possible, an alternative arrangement in this regard shall be made.

XVIII. Jurisdiction:

This Proposal and all questions of its interpretation shall be construed in accordance with the laws of the State of Texas of the United States. The Parties hereby agree and submit to the exclusive jurisdiction of the State courts located in Webb County, Texas of the United States.

This Agreement is the final, complete and exclusive agreement of the parties with respect to the subject matters hereof and supersedes and merges all prior discussions between the parties with respect to such subject matters. No modification of or amendment to this Agreement, or any waiver of any rights under this Agreement, will be effective unless in writing and signed by Service Provider and Buyer. The terms of this Agreement will govern all Projects and services undertaken by Service Provider for Buyer. In the event of any conflict between this Agreement and the express written terms of an agreement applicable to an engagement, the express written terms of such agreement will govern, but only to the extent and with respect to the services set forth therein.

IN WITNESS WHEREOF, the parties have caused this Agreement to be approved by their duly authorized representatives and executed and delivered in accordance with the Project scope of work above, with the intention of becoming legally bound hereby.

BUYER:
Tono Tijerina
Webb County Judge**SERVICE PROVIDER:**Hamil Oza, Director
Director

Company Name: Webb County

Date: 10/15/2024

Company Name: Hyperlink Infosystem inc

Date: 07/11/2024



HyperlinkInfoSystem

SUPPORT & MAINTENANCE CONTRACT

FOR APPLICATION AND BACKEND

Karan Shah

HYPERLINK INFOSYSTEM | INDIA, USA, UK, FRANCE & DUBAI

Support and Maintenance Terms

These Support and Maintenance Terms apply to all delivered solutions (Applications, Website and Backend) of the development project.

Please note that Hyperlink Infosystem does not warrant, support or maintain any third party product, even if such product is resold by Hyperlink Infosystem, or used in connection with Hyperlink Infosystem products or services.

1. DEFINITIONS.

"Application" means a Customer-proprietary or third-party mobile device software application program that has been wrapped in accordance with the Documentation or modified by Customer or any Hyperlink Infosystem-authorized third party developer in accordance with the Hyperlink Infosystem Dynamics Software Development Kit (SDK) Developer Terms and Conditions, to use and/or incorporate any of the Hyperlink Infosystem Dynamics Software. "Application" also includes bug fixes, updates, and upgrades of such third-party software application programs. Applications may be available on a commercial basis from Hyperlink Infosystem-approved software vendors and third-party resellers (e.g., iTunes or Android Market, etc.). Certain Applications may be resold by Hyperlink Infosystem; however, unless otherwise expressly stated on the Order Form, Hyperlink Infosystem does not support or license any resold Applications. For clarity, Applications are not Hyperlink Infosystem Hyperlink Infosystem Software and Hyperlink Infosystem does not warrant, support or maintain Applications.

"Customer" means individual or an enterprise or government organization who will be the Sole owner of the Software.

"Eligible Customer" means a Customer who is current on support and maintenance payments to Hyperlink Infosystem for the entire duration of this Contract and has paid all applicable fees.

"End of Life" means the date after which Hyperlink Infosystem will no longer offer and Customer will no longer receive service and support for such Software.

"Ineligible Customer" means a Customer who is not current on support and maintenance payments to Hyperlink Infosystem for the entire duration this Contract.

"Permanent Solution" shall mean a patch, service pack, or build and is only applicable when no resolution or workaround is available.

"Software" means the Software Customer has licensed under an Order Form that has been accepted by Hyperlink Infosystem or a Hyperlink Infosystem authorized reseller. For clarity, Software includes Hyperlink Infosystem Dynamics Software.

"Supported Software" means Hyperlink Infosystem's Software that is supported under the terms of this agreement at the level of support as specified in the applicable Order Form. Hyperlink Infosystem reserves the sole discretion to modify what Software is excluded from the support and maintenance terms set forth below.

"Supplements" as used herein means all patches, bug fixes, and minor upgrades (releases without enhancements or new features) of the Software which Hyperlink Infosystem makes generally available.

"Update Frequency" means updates provided by Hyperlink Infosystem to the Customer concerning the Incident.

2. CUSTOMER'S OBLIGATIONS.

Hyperlink Infosystem will have no liability for any changes in Customer's software, or other systems which may be necessary to use the Software due to the installation of a Supplement. Customer shall cooperate with Hyperlink Infosystem as reasonably requested by Hyperlink Infosystem in connection with the provision of support services to the extent necessary to provide the services. Such activities may include, without limitation, the following:

- Document and submit a reproducible test case to Hyperlink Infosystem
- Provide background information
- Describe any troubleshooting steps taken by Customer
- Describe, if applicable, any changes to the Software environment
- If requested, submit validated log, configuration and other files to Hyperlink Infosystem for analysis
- Provide timely and accurate responses to Hyperlink Infosystem's requests
- Provide timely feedback on fixes and recommendations
- Provide requested documentation or other supported environments
- Provide access to third party vendor support as required
- Provide all documentation requested by Hyperlink Infosystem Technical Support in relation to incidents reported
- Provide designated point of contact for each incident reported
- Provide access to all networking statistics that may be requested by Hyperlink Infosystem in relation to incidents reported

3. SUPPORT PLANS.

Hyperlink Infosystem reserves the right to modify plan features from time to time on a prospective basis. Support shall not include New Application development.

Feature	Packages			
	Basic	Basic +	Standard	Premium
Cost per Year	USD 1320*	USD 1760*	USD 2640*	USD 4400*
	*Billed annually	*Billed annually	*Billed annually	*Billed annually
	or	or	or	or
Cost per 6 months	USD 750 Every 6 Months.	USD 1000 Every 6 Months.	USD 1500 Every 6 Months.	USD 2500 Every 6 Months.
Hours dedicated Yearly	60	80	120	200
Resources experience	1-2 years	1-2 years	1-2 years	3-5 years
Suggestions for Feature upgrades	Yes	Yes	Yes	Yes
Feature enhancements based on client needs	Yes	Yes	Yes	Yes
Technical Account Management	No	No	No	Yes
Priority queuing	No	No	No	Yes
Upgrade Notifications	No	No	No	Yes
Contact Methods	Email, phone	Email, phone	Email, phone	Email, IM, phone
Knowledgebase	Full Access	Full Access	Full Access	Full Access
Response Time Priority	24 hours	20 hours	16 hours	8 hours
Bug Fixes	Yes	Yes	Yes	Yes

* All above activities for each respective package are combinedly restricted maximum to the number of hours mentioned (Hours dedicated yearly or per every 6 months) on each package.

*The response time will be applicable during working days.

Please write here the selected Maintenance Package Name (Standard or Premium):

Basic Package:  Initial

NOTES:

The hours mentioned above in "Hours dedicated yearly or every 6 month" includes all kind of technical support requested from client that includes bug fixes, new feature addition, communication (through any medium), deployment, or other technical support.

Post client's approval on new features (if added with this Maintenance contract), all bug fixes, testing, deployment, communication or other technical support if needed will also be deducted from hours committed as per the contract.

IN WITNESS WHEREOF, the parties have caused this Contract to be approved by their duly authorized representatives and executed and delivered in accordance with the scope of work above, with the intention of becoming legally bound hereby.

BUYER:

SERVICE PROVIDER:



Type Name and Title
Tero Tijenhe, Webb County Judge
Company Name Webb County
Date: 10/15/2024



Harnil Oza CEO

Company Name: Hyperlink Infosystem
Date: 07/12/2024

ATTESTED:



Margie Ramirez Ibarra
Webb County Clerk

